What is claimed is:

1. An apparatus for managing a plurality of products, comprising:

a receiver configured to receive product information including measured values from at least two products in use;

5   an average computation unit configured to compute an average of values collected from the same item in each part of the received product information;

a storage unit configured to store a reliability specification value and a reliability specification rewrite condition;

10   a comparator configured to compare the computed average with the reliability specification value and provide a first comparison result; and

a rewrite unit configured to rewrite the reliability specification value with the computed average when the first comparison result indicates that the reliability specification rewrite condition is satisfied.

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2. The apparatus of claim 1, wherein:

the reliability specification rewrite condition includes a deviation of the computed average from the corresponding reliability specification value at least by a predetermined percentage;

20   the comparator compares the computed average with a corresponding reliability specification value X (1 + a predetermined value / 100) or

a corresponding reliability specification value X (1 - the predetermined value / 100) and provides the first comparison result; and

25   the rewrite unit rewrites the reliability specification value when the first comparison result indicates

the computed average being above the corresponding reliability specification value X (1 + the predetermined value / 100) or

the computed average being below the corresponding reliability specification value X (1 - the predetermined value / 100).

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      3.   The apparatus of claim 1, further comprising a counter configured to count the number of the products that have transmitted the measured values, wherein:

the storage unit stores a threshold number;

10   the comparator compares the counted number with the threshold number and provides a second comparison result; and

the rewrite unit rewrites the reliability specification value only when the second comparison result indicates that the counted number is above the threshold number.

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      4.   An apparatus for managing a plurality of products, comprising:

a receiver configured to receive product information from a product in use;

a storage unit configured to store a value for a maintenance item and

20   maintenance information related to the maintenance item;

an comparator configured to compare a value for the maintenance item extracted from the received product information with the value for the maintenance item stored in the storage unit and provide a third comparison result; and

25   a transmitter configured to transmit the maintenance information to the product when the third comparison result indicates that the value

extracted from the received product information agrees with the value stored in the storage unit.

5. An apparatus for managing a plurality of products, comprising:

a receiver configured to receive first product information from a first product in use and second product information from a second product in use;

a storage unit configured to store problem information and remedial information related to the problem information;

a problem check unit configured to check to determine if one of the first and second product information part contains the problem information and provide a check result;

a reader configured to read remedial information from the storage unit when the check result indicates that the first or second product information part contains the problem information; and

a transmitter configured to transmit the remedial information read by the reader to the first and second products.

6. A method of managing products carried out with an apparatus for receiving product information from the products, comprising:

receiving product information including measured values from at least two products in use;

computing an average of values collected from the same item in each part of the received product information;

storing a reliability specification value and a reliability specification rewrite condition;

comparing the computed average with the reliability specification

value and providing a first comparison result; and

rewriting the stored corresponding reliability specification value with the computed average when the first comparison result indicates that the reliability specification rewrite condition is satisfied.

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7.   The method of claim 6, wherein:

the first comparison result is provided by comparing the computed average with

a corresponding reliability specification value X (1 + a predetermined value / 100) or

a corresponding reliability specification value X (1 - the predetermined value / 100); and,

the rewriting is carried out when the first comparison result indicates the computed average being above the corresponding reliability specification value X (1 + the predetermined value / 100) or

the computed average being below the corresponding reliability specification value X (1 - the predetermined value / 100).

8.   The method of claim 6, further comprising:

counting the number of the products that have transmitted the measured values;

comparing the counted number with a threshold number and providing a second comparison result; and

carrying out the rewriting when the second comparison result indicates that the counted number is above the threshold number.

9.   A method of managing a plurality of products, comprising:

receiving product information from a product in use;

storing a value for a maintenance item and maintenance information related to the maintenance item;

5   comparing a value for the maintenance item extracted from the received product information with the stored value for the maintenance item and providing a third comparison result; and

transmitting the maintenance information to the product when the third comparison result indicates that the value extracted from the received

10   product information agrees with the stored value.

10.   A method of managing a plurality of products, comprising:

receiving first product information from a first product in use and second product information from a second product in use;

15   checking to determine if one of the first and second product information part contains problem information agreeing with that stored and providing a check result;

reading remedial information stored in connection with the problem information when the check result indicates that the first or second product

20   information part contains the problem information; and

transmitting the read remedial information to the first and second products.

11.   A computer program product for managing a plurality of products,

25   comprising:

instructions configured to receive product information from products in

use;

instructions for computing an average of values collected from the

same item of each of at least two product information parts received from at

least two products;

5   instructions configured to compare the computed average with a

reliability specification value stored and provide a first comparison result; and

instructions configured to rewrite the stored reliability specification

value with the computed average when the first comparison result indicates

that a reliability specification rewrite condition stored is satisfied.

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12.   The computer program product of claim 11, wherein:

the instructions configured to compare compares the computed average

with

a stored reliability specification value X (1 + a predetermined value / 100) or

15   a stored reliability specification value X (1 - the predetermined value / 100)

and provide the first comparison result; and

the instructions configured to rewrite rewrites the stored reliability

specification value when the first comparison result indicates

the computed average being above the stored reliability specification value X

20   (1 + the predetermined value / 100) or

the computed average being below the stored reliability specification value X

(1 - the predetermined value / 100).

13.   The computer program product of claim 11, further comprising:

25   instructions configured to count the number of the products that have

transmitted the measured values; and

instructions configured to compare the counted number with a threshold number stored and provide a second comparison result, wherein:

the instructions configured to rewrite rewrites the stored reliability specification value only when the second comparison result indicates that the

5   counted number is above the threshold number.

14.   A computer program product for managing a plurality of products, comprising:

instructions configured to receive product information from a product

10   in use;

instructions configured to compare a first value for a maintenance item extracted from the received product information with a second value for the maintenance item stored and provide a third comparison result; and

instructions configured to transmit maintenance information stored

15   in connection with the maintenance item when the third comparison result indicates that the first value agrees with the second value.

15.   A computer program product for managing a plurality of products, comprising:

20   instructions configured to receive first product information from a first product in use and second product information from a second product in use;

instructions configured to check to determine if one of the first and second product information part contains problem information agreeing with that stored and provide a check result;

25   instructions configured to read remedial information stored in connection with the problem information when the check result indicates that

the first or second product information part contains the problem information;
and

instructions configured to transmit the read remedial information to the first and second products.

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